



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Forte Communications, Inc.**  
**for quarter ending June 30, 2004**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.00	9.00	9.00	9.00
B. Operator Answer Time - Information [730.510(a)(1)]	9.00	9.00	9.00	9.00
C. Repair Office Answer Time [730.510(b)(1)]	58.00	58.00	57.00	57.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	58.00	56.00	58.00	57.33
E. Percent of Service Installations [730.540(a)]	90.00%	90.00%	90.00%	90.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	93.00% *	94.00% *	95.00%	94.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.00	9.00 *	10.00 *	6.33 *
H. Percent Repeat Trouble Reports [730.545(c)]	19.00%	18.00%	18.00%	18.00%
I. Percent of Installation Trouble Reports [730.545(f)]	19.00%	17.00%	19.00%	18.00%
J. Missed Repair Appointments [730.545(h)]	2	3	2	2
K. Missed Installation Appointments [730.540(d)]	2	2	2	2

**Comments**



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